



County of Orange

MEMO

Geomatics / Land Information Systems Client Service Questionnaire

Contract Administration / Geodetic Control / Photogrammetry / Special Projects Service Requests

It is our intention to provide our clients the most professional, efficient service possible. In order for us to better focus attention on areas of Contract Services, Research, Geodetic Control, Photogrammetry (aerial photography), or other special project services of our operation which can be improved we would appreciate your input by taking a moment to complete the following questionnaire:

TYPE OF SERVICE:

PROJECT: _____ W.O.# _____

1. Were you directed to the proper staff member to discuss your survey request/aerial project/other request?
Yes ____ No ____ Comment: _____
2. Were you offered suggestions that might improve your desired product?
Yes ____ No ____ Comment: _____
3. Were you given information on previous projects that might satisfy your needs?
Yes ____ No ____ Comment: _____
4. Did you receive courteous, professional, and knowledgeable service/information?
Yes ____ No ____ Comment: _____
5. Did you get the impression that you were a valued client?
Yes ____ No ____ Comment: _____
6. Were you kept informed as to the status of your project?
Yes ____ No ____ Comment: _____
7. Were phone calls returned promptly?
Yes ____ No ____ Comment: _____
8. Was the final product you received, what you expected?
Yes ____ No ____ Comment: _____
9. Was the project completed on schedule? If not, was a reason given?
Yes ____ No ____ Reason: _____
10. Was the project completed within budget?
Yes ____ No ____ Comment: _____
11. Is there anything you would like to suggest which would improve our service or product? Acknowledgement of a specific employee for helpful/unsatisfactory service:

Employee Name: _____ Comment: _____

☐ I wish _____ ☐ I do not wish to be contacted about my comments/suggestions.
Name: _____ Phone: _____

Thank you for your response. Your evaluation will make a difference.